



How to Prepare Your Home for Colder Weather

- ✓ It's important that your furnace is properly adjusted for altitude and operating correctly before its busy season. Have your furnace inspected by a licensed heating contractor to ensure it operates safely and efficiently all winter long.
- ✓ Check your furnace filter regularly and replace it if necessary.
- ✓ Give your furnace some space. Your furnace performs best when it has room to breathe.
- ✓ Don't store any flammable materials near your furnace such as paints, chemicals or solvents.
- ✓ Install a smart thermostat. This will help out your furnace and your wallet.
- ✓ Move furniture, drapes and anything else obstructing air ducts and cold-air returns. Blocked vents mean poor air flow and excess stress on your furnace.



Visit **DominionEnergy.com** for more ways to keep your home safe, warm and efficient all season long.

Questions and Answers: Residential Service Policies

Providing quality natural gas service is a priority at Dominion Energy. To ensure that all customers are treated fairly, we have established customer-service policies. The following questions and answers summarize some of these policies:

What is Dominion Energy's payment procedure?

To maintain good credit with Dominion Energy, your bill should be paid by the due date. Bills can be paid for FREE by:

1. sending a check or money order in the mail (for your protection, please do not send cash);
2. having your monthly payment automatically deducted from your checking or savings account through our Auto Pay Plan at no additional cost to you (sign up on DominionEnergy.com);
3. using an electronic check on DominionEnergy.com, or online banking to make payments directly from your savings or checking account each month;

Or, for a convenience fee:

4. using a credit card or debit card over the phone or on DominionEnergy.com, or an electronic check over the phone; or
5. using a pay-station (see list on DominionEnergy.com) to pay by check or cash. A \$1 fee applies.

Interest is charged on unpaid gas bills. The rate is 1 percent per month, or 12 percent annually, on the outstanding past-due balance.

Can payment arrangements be made?

If you're having difficulty paying, or if your gas service has been shut off for nonpayment, you may be eligible for a Deferred Payment Agreement (DPA). A DPA gives you the option of paying your current past-due balance in installments over a 12-month period or less. To initiate a DPA, you must pay the first installment. Then, each month before the past-due date, pay the current bill, the monthly DPA installment and any interest charges. If you miss a payment, service may be shut off unless the full amount of the past-due balance is paid. A verbal or written notice will be issued before service is shut off.

Dominion Energy's Budget Billing option may be used in combination with a DPA by dividing your estimated annual bill into equal monthly payments. This makes budgeting easier.



Is there a connection fee?

Yes. There are two options:

1. \$15 plus tax connection fee to initiate service and remove the meter lock so a qualified individual may turn on the meter and light the appliances.
2. \$8 plus tax connection fee if service is already on at the premises and service needs to be transferred into a new name.

Do I have to pay a security deposit?

In most cases, Dominion Energy does not require a security deposit from residential customers. However, deposits are required if your identity cannot be validated, upon the filing of bankruptcy, when service is obtained fraudulently or without authorization or when the customer has an outstanding debt with a collections agency. If natural gas service is shut off for nonpayment, a security deposit may be charged before service is reinstated.

If a deposit is required, the amount will be the greater of the highest bill over the past 12 months at the residence, or \$125. Security deposits can be paid in three monthly payments. The first payment must be made before service is established or before the deposit's past-due date. The deposit, with interest, is refunded to the customer after a good credit history has been maintained for one year. If a customer discontinues gas service, the deposit plus interest is applied to the account balance, and any excess is refunded to the customer.

What is a third-party contact?

An account holder can designate a third party to receive a copy of the past-due bill. In such cases, we will send a notice to the third party before shutting off service. The designated third party is not responsible for paying the bill but may be able to help arrange to continue service. Designating a third party may be of special interest to people who want to help elderly family members or friends living alone.



For more information about Dominion Energy, visit DominionEnergy.com.

For customer service, please call 800-323-5517 Monday through Friday, 7 a.m. to 6 p.m.

When will gas service be shut off?

Gas service may be shut off if you:

1. request it;
2. fail to pay a required security deposit;
3. let the account become past due and reasonable efforts to obtain payment have failed;
4. do not comply with the terms of a DPA or a Public Service Commission order;
5. furnish false information to obtain service;
6. obtain unauthorized service or tamper with pipes, meters or other company property;
7. fail to provide valid identification when required;
8. are at risk because of an emergency or serious health or safety hazard; or
9. fail to provide access to the company's meter.

A shut-off notice resulting from a delinquent account will be sent at least 10 calendar days before the proposed shut off. A brochure explaining steps that you can take to prevent shut off and possible sources of assistance for customers experiencing financial hardship will be sent prior to the shut-off notice. Our shut-off policy recognizes unusual circumstances. For example, service will not be shut off during a limited period of medical emergency if a physician provides appropriate information to the company. There may be other circumstances under which we will not shut off gas service. For more information, visit DominionEnergy.com.

What are a customer's responsibilities when requesting service shut off?

If an account is in your name, you are responsible for arranging shut off and paying the final bill. Dominion Energy is best able to accommodate your moving schedule if you call at least three working days before the date you want service shut off. We will need your account number, the date service is to be shut off, and a forwarding address.

Can the unit I'm renting be shut off without my knowledge?

When Dominion Energy knows someone other than the occupant of a rental unit is the account holder, we will post a shut-off notice in a prominent place on the premises at least five calendar days before service is shut off.

If service is being terminated because of nonpayment, we will advise tenants they can prevent shut off for an additional 30 days by paying charges due for the prior 30-day period.

What is the complaint procedure?

If you question the bill amount or have a service problem, call us at 800-323-5517 or contact us via DominionEnergy.com. Our representatives will be happy to assist you. If we are unable to satisfy your concern, you have the right to file a complaint with the Utah Division of Public Utilities. Utah and Idaho customers may contact the Division at 801-530-7622 or 800-874-0904.